



The Impact of Campus Facilities and Lecturer Services on Student Satisfaction in Higher Education

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ABSTRACT

Education is the foundation of a nation. Universities have an important role in educating the nation's life and are responsible for the progress of a nation. To achieve good quality education, a lot of involvement from various parties is needed. Apart from that, adequate infrastructure and educators in universities need to be considered. This research is motivated by the importance of lecturer facilities and services at the STKIP PGRI Ponorogo campus. The aim of this research is to determine the influence of campus facilities and lecturer services on student satisfaction at STKIP PGRI Ponorogo. This research uses a quantitative approach with descriptive methods. The objects of this research are all STKIP PGRI Ponorogo students. Based on the Anova table, it is shown that the value of F_{cal} is greater than that of F_{table} , which is $33,536 > 3,168$, then H_1 is accepted. Meanwhile, the results of the determination coefficient (R^2) show that the contribution of variable X can explain the variable Y. Thus, it can be concluded that student satisfaction (Y) can be influenced by campus facilities and lecturer services (X) by only 55%. The remaining 45% is influenced by other variables that are not included in this study. After being analyzed using multiple linear regression, it can be concluded that student satisfaction is influenced by campus facilities and lecturer services.

INTRODUCTION

Education is an effort made by a person or group to form attitudes and behaviours to mature human beings through the process of teaching and training. According to Lolita in (Habeahaan, 2019) Education is a process of learning knowledge, skills and habits of a group of people that are inherited from one generation to the next through achievement and training. In Indonesia, the level of education includes primary, secondary, and high school education. Elementary education or known as Elementary School lasts for 6 years. Meanwhile, secondary school education is also carried out for 6 years, namely with details of 3 years for junior high school and 3 years of high school, the last of which is high school or college education.

According to (Kurbani, 2017) higher education is one of the institutions that provide higher education that participates in educating the life of the nation, for that higher education has a responsibility for the progress of a nation. This is because the progress of a nation is determined by education, therefore education can be said to be the foundation of a nation. Higher education institutions need to realize the importance of improving every aspect of the individual and providing professional human resources (Putra et al., 2021).

In college, the term place used to study is called a campus, both a high school, an academy, an institute, or a university. The campus when referring to KBBI is the area of the main building of the university (university, academy) where all teaching and administrative activities take place. Some people say that campuses are buildings or physical buildings of a place to acquire knowledge. Quoting from (Geograf, 2023), it turns out that campus has a complex meaning. A campus is not just a place to study knowledge, but a campus is a place for students and lecturers to learn, discuss, and develop themselves.

An overview of the campus is a place to study knowledge. In addition, campuses in general also consist of infrastructure or facilities that support lectures. Such as lecture buildings in the form of classrooms, laboratories, libraries, halls, and other supporting facilities. The campus is not only a place of learning, but also a means to develop student potential. Among others, through organizations, extracurriculars, social activities, and many others. Of course, the campus also has supporting facilities in the form of activity rooms that can be used by students.

To achieve optimal goals, not only campus facilities need to be considered, but also its human resources. Both employees and teachers, especially lecturers. Quoted from (Sevima, 2021), lecturers are professional educators and scientists who are tasked with transforming and developing education through

education, research, and community service based on the Tri Dharma of Higher Education.

To achieve the quality of higher education, good service quality is needed. (Isnaini et al., n.d.) good quality is able to provide satisfaction for the quality of service of educational institutions is considered good if the performance of human resources (HR), infrastructure, and academic atmosphere is good. Students will feel satisfied if the performance of the educational institution works well, namely as expected. So that it will create an image of the university itself as for the services that can be provided, namely services that are in accordance with the rules determined and satisfy students. Although in the end, in practice, student satisfaction is relative, which depends on the perception of the students themselves towards the level of lecturer performance. Therefore, lecturers should be oriented to give their best, receive complaints and aspirations from students in order to achieve a good lecture process.

From this background, the author would like to take the title "The Influence of Campus Facilities and Lecturer Services on the Level of Student Satisfaction of STKIP PGRI Ponorogo" as the next research material to be studied to find solutions to existing problems and become a hope for the progress of the campus both in terms of facilities and human resources through questionnaires distributed to students. Based on this, the formulation of the problem is whether there is an influence of campus facilities and lecturer services on student satisfaction of STKIP PGRI Ponorogo.

METHODOLOGY

This study is quantitative research with a descriptive research design. The stages of the research carried out are as follows: (1) the researcher prepares a research instrument in the form of a google form questionnaire, (2) the researcher distributes the questionnaire to students to be filled out by the students, (3) the researcher analyses and assesses the results of the questionnaire, and (4) the researcher concludes the results of the questionnaire that has been filled out. This research was conducted at STKIP PGRI Ponorogo which is located at Jalan Ukel No. 39 Kertosari, Babadan District, Ponorogo Regency, East Java. The respondents of this study were 826 students of STKIP PGRI Ponorogo and who randomly filled out a questionnaire until 57 answers were collected.

The data collection uses an online questionnaire through google form based on the filling instructions that have been presented as previously explained. After the data was collected, the researcher analysed and assessed the results of the questionnaire with multiple linear regression. Multiple linear

regression is an analysis of the influence of two or more independent variables on dependent variables to prove the existence or absence of a functional relationship between two or more independent variables and one bound variable (Sugiyono, 2022).

RESEARCH RESULT

The results of this study are presented based on the results of an online questionnaire that was distributed. It can be seen that the questionnaire received various responses from students. Some chose the response “very satisfied, satisfied, hesitant, dissatisfied, to very dissatisfied” to the statements submitted in the questionnaire.

This questionnaire is an instrument to test hypotheses that have been previously determined, namely: H_0 Campus facilities and lecturer services have no effect on student satisfaction of STKIP PGRI Ponorogo and H_1 Campus facilities and lecturer services have an effect on student satisfaction of STKIP PGRI Ponorogo. This hypothesis test was carried out to find out which hypothesis was in accordance with the results of the research.

Table 1 Score of the Results

Campus Facility	Lecturer Services	Student Satisfaction
2173	2116	1359

In this study, multiple linear regression analysis was used to test the hypothesis. Regression analysis is an analysis used to test hypotheses about the partial and simultaneous influence of independent variables on bound variables.

Table 2 Coefficient of Determination (R^2)

SUMMARY OUTPUT

<i>Regression Statistics</i>	
<i>Multiple R</i>	0.744301047
<i>R Square</i>	0.553984048
<i>Adjusted R Square</i>	0.537464939
<i>Standard Error</i>	3.402413545
<i>Observations</i>	57

The determination coefficient is used to determine the role or contribution of independent variables to dependent variables in the presence of linear regression. The result of the determination coefficient of R^2 or R Square is 0.554 or 55%. This means that student satisfaction can be explained by the variables of campus facilities and lecturer services which have the influence of all independent variables on the dependent variables.

Table 3 Simultaneous Test Results (*Test F*)

ANOVA

	<i>df</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>Significance F</i>
<i>Regression</i>	2	776.4523791	388.2262	33.53595	3.41E-10
<i>Residual</i>	54	625.1265682	11.57642		
<i>Total</i>	56	1401.578947			

Based on the F Test table above, the F_{Test} is 33,535. The F_{table} based on the table above is 3,168. It can be concluded that F_{calung} is greater than F_{table} , so H_1 is accepted, there is an influence of campus facilities and lecturer services on student satisfaction.

Table 4 Regression Equation Test Results

	<i>Coefficients</i>	<i>Standard Error</i>	<i>t Stat</i>	<i>P-value</i>
<i>Intercept</i>	-3.261297908	3.354144439	-0.97232	0.335227
<i>X Variable 1</i>	0.131662449	0.040298401	3.267188	0.001891
<i>X Variable 2</i>	0.594892003	0.08610984	6.908525	5.8E-09

Table 4 shows the regression equation and the magnitude of the influence of independent variables on the dependent variables partially. The magnitude of the influence of each variable is determined based on the value of *coefficients* (*regression coefficients*). Based on the table, the *coefficients* value for the campus facility variable is 0.132 and the *coefficients* value for the lecturer service variable is 0.595.

Based on the Anova table, it is shown that the value of F_{cal} is greater than that of F_{table} , which is $33,536 > 3,168$, then H_1 is accepted. Meanwhile, the results of the determination coefficient (R^2) show that the contribution of variable X can explain the variable Y. Thus, it can be concluded that student satisfaction (Y) can be influenced by campus facilities and lecturer services (X) by only 55%. The remaining 45% is influenced by other variables that are not included in this study.

The results of this study are in line with previous studies. In (Kurbani, 2017) the quality of academic services and educational facilities together has an influence on student satisfaction at PGRI Palembang University. In another study, it was also explained that there was a significant influence between lecturer competence and learning facilities together on student satisfaction of FKIP Economics Education at Solo State University (Isnaini et al., n.d.).

CONCLUSIONS AND RECOMMENDATIONS

The results of this study show that there is a significant influence of campus facilities and lecturer services on student satisfaction at STKIP PGRI Ponorogo. This can be proven from the results of linear regression analysis that the result of the R Square determination coefficient is 0.554 or 55% which means that student satisfaction can be explained by the variables of campus facilities and lecturer services. Based on the Anova table, it is shown that the value of F_{cal} is greater than that of F_{table} , which is $33,536 > 3,168$, then H_1 is accepted. Meanwhile, the results of the determination coefficient (R^2) show that the contribution of variable X can explain the variable Y. Thus, it can be concluded that student satisfaction (Y) can be influenced by campus facilities and lecturer services (X) by only 55%. The remaining 45% is influenced by other variables that are not included in this study.

The realization of services for the entire academic community in the university environment is something that is absolutely necessary. Maximum service and supported by representative infrastructure, will be able to foster the spirit of the academic community in contributing to the campus. Lecturers feel comfortable and at home on campus in carrying out the obligations of the tri dharma of higher education, as well as students feel comfortable in carrying out learning and extra activities on campus.

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